

WHAT IS CLAIMED IS:

1. A network monitoring system comprising:
 - a network management engine operable to issue a request to a monitored network device agent and to receive network information from the monitored network device agent;
 - a multi-modal administration engine operable to allow a party to a call to interact with the network management engine;
 - a caller response unit associated with the multi-modal administration engine, the caller response unit operable to receive a user input from the party and to convert the user input into a directive for the network management engine; and
 - a format converter associated with the multi-modal administration engine, the format converter operable to translate at least a portion of a first signal representing network information into a second signal representing an audible sound.
2. The system of claim 1 further comprising:
 - an authentication engine communicatively coupled to the caller response unit and operable to consider an initial set of credentials received from the party; and
 - an authorization engine operable to grant access to the multi-modal administration engine in response to authorization of the initial set of credentials.
3. The system of claim 1, further comprising a telephone interface operable to receive the call.
4. The system of claim 1, further comprising a voice over internet protocol (VoIP) interface operable to facilitate a VoIP call.
5. The system of claim 1, wherein the network management engine relies on a request/response protocol to monitor a network.

6. The system of claim 1, wherein the multi-modal administration engine is operable to allow the party to direct the network management engine to issue a second request to a second monitored network device agent.

7. The system of claim 1, further comprising:
an authentication engine communicatively coupled to the caller response unit and operable to consider an initial set of credentials received from the party;
an authorization engine operable to grant access to the multi-modal administration engine in response to authorization of the initial set of credentials; and
a telephone interface operable to receive the call.

8. The system of claim 7, wherein the multi-modal administration engine is operable to allow the party to direct the network management engine to issue an SNMP request.

9. The system of claim 1 further comprising an access device engine operable to determine an access device type used by the party to interact with the network management engine, wherein the format converter is further operable to translate at least a second portion of the first signal representing network information into a third signal receivable by the access device type.

10. The system of claim 1 further comprising a modality engine operable to route the second signal to a first access device and to route additional network information to a second access device.

11. A network monitoring method comprising:
communicatively coupling a voice call to a network management engine;
receiving a spoken directive from a party to the call; and
converting the spoken directive into a request for information from a monitored network device.
12. The method of claim 11, further comprising:
receiving a request for network control from the party;
prompting the party to input a first set of credentials; and
authenticating the first set of credentials.
13. The method of claim 11, further comprising initiating an SNMP request with the network management engine.
14. The method of claim 11, further comprising:
receiving a response from a software agent associated with the monitored network device;
converting the response into a spoken response; and
playing the spoken response to the party.
15. The method of claim 11, further comprising:
receiving a response from a monitored network device;
recognizing that the party can receive audible information via the call and graphical information via a data connection;
converting a first portion of the response to audible information and a second portion of the response to graphical information;
routing the first portion to the party via the call; and
routing the second portion to the party via the data connection.
16. The method of claim 11, further comprising receiving a keyed in directive from the party, the keyed in directive comprising dual tone multi-frequency signals.

17. The method of claim 11, further comprising receiving an additional directive from the party, the additional directive comprising a TCP/IP packet.

18. The method of claim 11, further comprising initiating communication to the party of information representing a graphical user interface that displays a visual representation of a network monitored by the network management engine.

19. The method of claim 11, further comprising:
decoupling the voice call from the network management engine; and receiving an additional directive originating from an input device coupled to computing platform comprising the network management engine.

20. A computer-readable medium having computer-readable data to receive a spoken directive from a party to a call, to convert the spoken directive into a request for information from a monitored network device, to receive a response from a software agent associated with the monitored network device, to convert the response into a spoken response, and to initiate playing of the spoken response to the party.